



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support

Bureau of Work Support Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Stephen M. Dow
Policy Analysis & Program Implementation Unit
Work Programs Section

BWSP OPERATIONS MEMO

No.: 00-45

File: 1199

Date: 06/16/2000

Non W-2 ☐ **W-2** ☒ **CC** ☒

PRIORITY: High

SUBJECT: CHILD CARE CALL CENTER

CROSS REFERENCE: BWSP Operations Memo 98-06.

EFFECTIVE DATE: July 3, 2000

PURPOSE

This memo announces how the CARES Information and Problem Resolution Center will receive and respond to child care issues beginning July 3, 2000.

BACKGROUND

As part of the Division of Economic Support (DES) reorganization, it was determined that there will be one central point of contact for local agency questions related to DES programs. The CARES Information and Problem Resolution Center has been selected as that point of contact and effective July 3, 2000 child care eligibility and payment questions will be submitted to the CARES center. This CARES Information and Problem Resolution Center will be staffed during business hours and most calls will be answered immediately or messages will be responded to promptly.

CHILD CARE INQUIRY CONTACTS

Beginning July 3, child care workers should contact the CARES Information and Problem Resolution Center at 608-261-6317 and select option 1 for all questions relating to the child care subsidy program and CARES/Child Care Payment System.

Child Care workers that have questions regarding day care certification may call 608-261-6317 and select option 2 or call 608-261-4580 directly.

Child care providers, who request a number to contact state staff, should be given the

608-261-4580 number. However, agencies are strongly encouraged to resolve provider issues at the local level.

The Office of Child Care and the CARES Information and Problem Resolution Center staff plan to work closely during this transition.

The CARES Information and Problem Resolution Center is in the process of developing a directory of all current DWD help desks to assist local agencies. The directory will identify each help desk number as well as a description of the options.